

# Awareness, Satisfaction, and Effectiveness: Examining Student Perceptions of Tutoring

## Purpose:

To gauge various stakeholder perceptions of Lindenwood tutoring to make data-supported recommendations for improvement

## Research Question

How do students, staff, and faculty perceive Lindenwood's tutoring services across awareness, effectiveness, and satisfaction dimensions?



STUDENT  
ASSESSMENT  
SCHOLARS

## Preliminary Conclusions:

### LINDENWOOD TUTORING SERVICES MAP

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APPOINTMENTS FOR THE MATH SUCCESS CENTER, LANGUAGE LAB, WRITING CENTER, AND STUDENT ACADEMIC SUPPORT SERVICES (SASS) CAN BE MADE BY VISITING  
[HTTPS://LINDENWOOD.MYWCONLINE.COM](https://lindenwood.mywconline.com)



24/7 ONLINE TUTORING:  
• TUTOR.COM  
• LEARNING EXPRESS - PREPSTEP  
• LINKEDIN LEARNING  
BE SURE TO ASK YOUR PROFESSORS ABOUT OFFICE HOURS!!



CHEMISTRY TUTORING  
YOUNG 403A - NO APPOINTMENT REQUIRED!  
HOURS:  
MONDAY-THURSDAY: 9:00AM-5:00PM  
FRIDAY: 9:00AM-3:00PM

FOREIGN LANGUAGE LAB  
LARC 11A - APPOINTMENT REQUIRED  
HOURS:  
MONDAY-FRIDAY: 8:00AM-4:00PM

MATH SUCCESS CENTER  
LARC 121 - NO APPOINTMENT NECESSARY!  
HOURS:  
MONDAY-THURSDAY: 9:00AM-6:00PM  
FRIDAY: 9:00AM-4:00PM  
SUNDAY: 2:00PM-6:00PM

WRITING CENTER  
LARC 221 - APPOINTMENT RECOMMENDED BUT NOT NECESSARY  
HOURS:  
MONDAY-THURSDAY: 9:00AM-6:00PM  
FRIDAY: 9:00AM-5:00PM

## Methods:

- IRB Application
- Survey Data
- Focus Groups
- Interviews

## Qualitative Feedback:

- “Better Advertisement for tutoring services”
- Lack of awareness for incoming students
- Tutoring for lower-level classes and office hours for upper-level classes